

SHRUTI NAYAK

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Profile Summary

- Having **6.5 years of experience** in the IT industry with various roles like sql server administrator,business analyst,production support and application consultant for various Product and service based companies.
- This includes providing Production support along with On-call support to various Learning management and Contract management products with respect to their configurations.
- Experienced in Database Administration,Management using RDBMS such as SQL Server under Windows Environment.
- Installing,configuring,managing,monitoring,performance tuning and troubleshooting SQL Server.
- Execution of high-end tasks like Backup/Restore,Migration, and Upgradation of SQL servers.
- Skilled in testing web based,desktop and client server applications.
- Job responsibilities includes functional requirement analysis, preparing test plans, test cases documents.
- Apart from this also involved in different reviews and quality processes led down in organization, project related documentation.
- Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements.
- Experienced in handling projects of varied size, technology, and domain for diverse audience and culture.
- Excellent communication,presentation and interpersonal skills for team building and management.

Skill	Tools
Database	SQL
Language	SQL,JAVA
Tools & Utility	SQL Server 2000,2005,2008,2008r2,2012,2014,2016,SSIS,SSRS,SSAS,IBM Infosphere Datastage8.5 Operating systems: Windows XP. Tools and utilities: JIRA, WINSCP for testing
Version Control System	All versions till date.

Major Clients

- JDE
- NEWSPAGE
- ALEXION
- CATTOLICA
- WHATABURGER
- ITV
- WEX
- TOKOPEDIA
- LANTMANNEN
- ACCOR HOTELS

Career Timeline

Duration	Organization	Designation
June 2020 – Till date	Icertis	Senior Functional Consultant
July-2018 -- June 2020	SABA Software	Managed Services Specialist/Product Support engineer
June 2015 -- June 2018	Accenture Services Pvt. Ltd	Analyst
September 2014 -- June 2015	Digital Logiciel Solutions	Associate Software Engineer

Certification

ITIL Foundation
ESL certification
AIML certification

Workshop/Training Programs Attended

- DBA Analyst –Training from Accenture Services Ltd.

- SQL Training from Accenture Services Ltd.
- ITIL Certification from Accenture Services Ltd.
- Informatica Training from Digital Solutions Ltd.
- Basic Training from Infosys Workshop.
- ESL Training at SABA Software
- Manual testing training from Qspiders institute

Work Experience

ICERTIS

As a Senior Functional Consultant

- Resolve and assist customers across EMEA and APAC region with requirement gathering and functional configurations for the Contract management solution.
- Act as a Consultant for the customer and act as a face of the company to provide them with best experience.
- Provide the updates of the latest releases for the product versions.

SABA Software

As a Product Support engineer

- Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements
- Provide support to customer in all products and perform troubleshooting on all field enquiries.
- Monitor all assigned cases for customer support and update all activities on company tracking system.
- Analyze customer issues and develop necessary actions and ensure optimal levels of customer satisfaction to provide appropriate support for the same.
- Administer all resources and ensure delivery of product fixes within timeframe.
- Manage all customer issues and if required escalate it to required departments.
- Assist all junior engineers in complex cases and evaluate products for customers.
- Provide support to all customers to troubleshoot on all issues and recommend resolutions to ensure better customer services.
- Manage requests from customers and resolve it through email, chat and phone.
- Maintain accurate customer documents and prepare reports for all issues and resolutions.
- Perform routine maintenance activities
- Provide solutions to all customers and partners and ensure effective deployment.

Accenture Services Pvt Ltd.

As a Business Analyst

- Job responsibilities includes functional requirement analysis, preparing test plans, test cases documents.
- Apart from this also involved in different reviews and quality processes led down in organization, project related documentation.
- Consistent record of timely and quality deliverables for multiple clients that satisfy client requirements

As a DBA Analyst

- Experience in Database Administration and Developer for very large and complex databases in SQL Server 2012, SQL Server 2008 R2, 2008 and 2005.
- Expertise in Database Administration on Production Servers with different server configuration.
- Performance tuning and maintenance with outstanding troubleshooting capabilities.

- Strong technical background along with the ability to perform business analysis and write effective documentation and specifications.
- Expertise in writing stored procedures and functions.
- Administering SQL Server High Availability features and Disaster Recovery strategies.
- Expert in data transformation services and Bulk Loads with SSIS and BULK INSERT ETL operations.
- Worked extensively on Clustering and server consolidation. Troubleshooting production issues and raising high availability.
- Experience in Disaster Recovery Planning and Security Management operations.
- Proficiency and expertise in SQL Server Replication, Backup/Recovery, Disaster recovery and planning.
- Having hands on experience in DR processes including Log Shipping and Database Mirroring.
- Worked on configuring SQL Server with minimum privileged access.
- Troubleshooting performance problems with fine-tuning of databases.
- Worked on SQL Server 2012 migration from SQL Server 2008 / 2005.
- Maintained individual service accounts for SQL Server services on cluster with different Security groups to raise security mark.
- Having Experience on Data center servers and handling 1.4 TB databases.
- Handling Memory configurations for SQL Server 2014 and SQL Server 2012 on Windows 2012.
- Experience in maintaining SQL jobs, Backup, Restore, Database Monitoring tools and Application support.
- Automation of Daily Healthcheck Reports and Monitoring.

Digital Logiciel Solutions Pvt Ltd.

As an Associate Software Engineer

- Around 1 year of dynamic career reflecting pioneering experience and high performance in System Analysis, design, development and implementation of Relational Database and Data Warehousing Systems using IBM Data Stage 8.0.1/7.x/6.x/5.x (Info Sphere Information Server, Web Sphere, Ascential Data Stage).
- Excellent Experience in Designing, Developing small ETL jobs and mappings in Server and Parallel jobs using Data Stage to populate tables in Data Warehouse and Data marts.
- Proficient in developing strategies for Extraction, Transformation and Loading (ETL) mechanism.
- Expert in designing Parallel jobs using various stages like Join, Merge, Lookup, Remove duplicates, Filter, Dataset, Lookup file set, Modify, Aggregator, Transformer, Difference and other processing stages
- Hands on designing Server jobs using various types of stages like Sequential file, ODBC, Hashed file, Aggregator, Transformer, Sort, Link Partitioner and Link Collector.
- Proficient in working with Data Stage Manager, Designer, Administrator, and Director.
- Proven track record in addressing production issues.
- Effective in cross-functional and global environments to manage multiple tasks and assignments concurrently with effective communication skills.
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ACADEMIC DETAILS

Qualification	Board/University	Year	Percentage/CGPA
MBA-HR	Narjee Monjee Institute of Management Studies	2019-2021	75 (Pursuing)
B.Tech (CSE)	BIJU PATTNAIK UNIVERSITY AND TECHNOLOGY Gandhi Institute For Technology(GIFT)	2010-2014	8.2

Intermediate	ISC, ODISHA St.Joseph's Convent School, Rourkela	2010	89
High School	ICSE, ODISHA St.Joseph's Convent School, Rourkela	2008	90

INTERPERSONAL SKILL

- Quick learner
- Hardworker
- Can lead and work in a team
- Perfection and smart work

CO-/EXTRA -CURRICULAR ACTIVITY

- Singing
- Participating in social welfare activities.

PERSONAL DETAILS

- Father's Name :- Gangadhar Nayak
- Mother's Name :- Preeti Nayak
- Spouse's Name :- Jeevan Khuntia
- Date of Birth :- 2nd September 1993
- Language Known :- English, Hindi
- Marital Status :- Married
- Nationality/Religion :- Indian / Hindu
- Interest & Hobbies :- cooking,reading,music

DECLARATION

- The facts stated above are true & correct without concealment to the best of my knowledge and belief.

Shruti Nayak
(Signature)

Place: Pune